

CLAIMS

1 ~~1. A system, comprising:~~  
2 a workstation having one or more computers;  
3 one or more printing devices connected to at least one computer in the  
4 workstation; and  
5 a remote diagnostic center configured to communicate with the one or more  
6 printing devices and execute a printing device management application to obtain  
7 diagnostic data from the one or more printing devices;  
8 wherein the remote diagnostic center is located outside the workstation.

1 2. The system as recited in claim 1, wherein at least one of the one or  
2 more printing devices is directly connected to a a workstation computer.

1 3. The system as recited in claim 1, wherein at least one of the one or  
2 more printing devices is connected to the workstation through a local network.

1 4. The system as recited in claim 1, wherein:  
2 the system comprises at least two printing devices;  
3 a first printing device is directly connected to a workstation computer; and  
4 a second printing device is connected to the workstation through a local  
5 network.

1 5. The system as recited in claim 1, wherein the remote diagnostic  
2 center further comprises a printer information management system that  
3 communicates with the workstation through the Internet.

1 6. The system as recited in claim 5, wherein the printer information  
2 management system is stored on an Internet website.

1 7. The system as recited in claim 5, wherein the printer information  
2 management system is accessible by two or more concurrent users.

1 8. The system as recited in claim 1, wherein the remote diagnostic  
2 center is further configured to obtain the diagnostic data only after receiving  
3 authorization from a workstation computer.

1 9. A method, comprising:  
2 communicating with a workstation having one or more computers and at  
3 least one printing device connected to a workstation computer;  
4 receiving diagnostic data from each printing device of the workstation;  
5 wherein at least one printing device is directly connected to a workstation  
6 computer.

1 10. The method as recited in claim 9, wherein the workstation includes  
2 at least two printing devices, and at least one printing device is connected to the  
3 workstation through a local network.

1        11.    The method as recited in claim 9, further comprising simultaneously  
2    viewing diagnostic data from the one or more printing devices on a workstation  
3    computer and on a remote computer.

1        12.    The method as recited in claim 9, wherein the communicating  
2    further comprises communicating with the workstation through the Internet.

1        13.    The method as recited in claim 12, wherein diagnostic software is  
2    stored on an Internet website and is concurrently accessible by more than one user.

1        14.    The method as recited in claim 9, further comprising receiving  
2    permission from a workstation computer before receiving diagnostic data from a  
3    printing device.

1        15.    The method as recited in claim 9, wherein the printing devices  
2    further comprise printers.

1        16.    A method, comprising:  
2        initiating a printer information management system from a computer of a  
3    workstation having one or more computers and one or more printers connected to  
4    the workstation computers, the printer information management system obtaining  
5    diagnostic data from the one or more printers; and  
6        granting permission to a remote user to control the printer information  
7    management system to access the diagnostic data from the one or more printers;  
8    and

9 ~~wherein at least one printer is directly connected to a workstation computer.~~

1 ~~17. The method as recited in claim 16, wherein the granting permission~~  
 2 to a remote user further comprises granted permission to a remote user to access  
 3 the diagnostic data through an Internet connection.

1 18. The method as recited in claim 17, wherein at least a portion of the  
 2 printer information management system is stored on an Internet website and is  
 3 concurrently accessible by two or more users.

1 19. The method as recited in claim 16, further comprising retaining  
 2 concurrent access to the diagnostic data after the remote user gains access to the  
 3 diagnostic data.

1 ~~20. The method as recited in claim 17, wherein the printer information~~  
 2 management system is network-based, and the initiating further comprises  
 3 launching the printer information management system through a network  
 4 connection.